

**State of Connecticut
Department of Social Services
Job Opportunity**

Social Services Program Administration Manager

PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!

Posting Date: August 5, 2013

Closing Date: August 12, 2013

The Department of Social Services is currently accepting applications to fill three (3) Social Services Program Administration Manager positions located in Central Office.

Open To: State Employees on exam lists or lateral transfer

Position: Social Services Program Administration Manager MP 67
Positions # 105147, 105148, 105149

Salary Range: \$91,161.00 - \$124,298.00

Location: Central Office

Eligibility Requirements: Candidates must have applied for and passed the Social Services Program Administration Manager examination number 130540 and be on the current certification list promulgated by the Department of Administrative Services for this classification. State employees currently holding the above title or those who have previously attained permanent status may apply for lateral transfer. Applicants will not have the opportunity to take the exam prior to the above closing date to qualify for this particular vacancy.

Social Services Program Administration Manager/Benefit Center

This position will be assigned to coordinate activities of all three benefit centers. The chief focus will be coordinating operations so that the three separate centers operate together as one "virtual" center. This position will be responsible for operations, administration and program performance of the benefit centers as a whole. This individual will report to the Director of Field Operations. This position will be located in Central office with focus on the need for extensive travel on a daily basis.

Social Services Program Administration Manager/Tactical Planning

This position will be assigned to provide support in tactical planning and analysis for all field offices. This individual will monitor key performance metrics for eligibility processing and make recommendations for operational modifications as needed. This position will work closely with all field offices to monitor work processes and work flow to ensure that resources are being deployed and used efficiently. This position will be located in Central office with focus on the need for extensive travel on a daily basis.

Social Services Program Administration/ConneCT Business Lead for Policy and Operations and Health Insurance Exchange

This position will be assigned to serve as the business lead for ConneCT working with each office, Information Technology and all staff. This individual will closely monitor the daily activities of ConneCT and interface with IT staff as needed to discuss emerging issues and concern in the workflow and processes of ConneCT. This position will be located in Central office with focus on the need for extensive travel on a daily basis.

- Manages resources and staff statewide to insure appropriate assignments and insure timely service from Benefit Centers.
- Implements and monitors quality assurance in processing and service.
- Analyzes and produces reports to plan strategically for Benefit Centers operations.
- Works closely with other service centers to adjust resources and staffing accordingly.
- Implements, monitors and documents consistent business processes across Benefit Centers.
- Works closely with the business and technology manager to ensure that the business and technical lead requirements are incorporated.

MINIMUM QUALIFICATIONS REQUIRED
KNOWLEDGE SKILL AND ABILITY:

Considerable knowledge of social services programs; considerable knowledge of and ability to apply management principles and techniques; considerable knowledge of relevant state and federal laws, statutes and regulations; knowledge of community organizations and social services agencies; considerable interpersonal skills; considerable oral and written communication skills; considerable ability to interpret complex written material including legal narrative and to assess the impact thereof on programmatic goals

EXPERIENCE AND TRAINING:

General Experience:

Nine (9) years of professional experience in the delivery of social services programs and/or policies.

Note:

Social Services programs are a range of public services provided by or funded by federal, state or local government organizations to assist the disabled, disadvantaged or elderly. Some examples of social services programs are temporary financial assistance programs, healthcare assistance programs (e.g., Medicaid, Medicare, Husky), housing and energy assistance programs, nutritional assistance programs (e.g., SNAP), child or adult care assistance programs, social security income (SSI) and child support.

Substitution Allowed:

College training may be substituted for the General Experience on the basis of fifteen (15) semester hours equaling one-half (1/2) year of experience to a maximum of four (4) years for a Bachelor's degree.

A Master's degree in Social Work, Public Administration or closely related field may be substituted for one (1) additional year of the General Experience.

Note: This position may be filled by candidates from mandatory Re-employment/SEBAC Lists, which we are obligated to use. Applications will be accepted from candidates who have taken and passed the Social Services Program Administration Manager Examination Number 130540 and have received a passing score, or from state employees who already have attained permanent status in this class.

APPLICATION PROCEDURE: Candidates who meet the above requirements should complete a State of Connecticut Application for Examination or Employment (CT-HR-12). The CT-HR-12 Application Form may be downloaded from the State of Connecticut's Department of Administrative Services Human Resources Services Website at: www.das.state.ct.us/exam/default.asp#APPLICATION_FORMS. When faxing materials, keep a copy of your completed application and the fax transmittal receipt for your records, and **do not mail a copy of your application form if you have faxed the materials**. Please mail or fax your completed State of Connecticut Application for Examination or Employment (PLD-1) to:

Ellen Mantel, Principal Human Resources Specialist
The Department of Social Services
Human Resources Division
25 Sigourney Street – 12th Floor
Hartford, CT 06106

Fax: (860) 951-2979

APPLICATIONS MUST BE RECEIVED ON OR BEFORE, MONDAY, AUGUST 12, 2013, CLOSE OF BUSINESS
An Equal Opportunity / Affirmative Action Employer